



South Tyneside and Sunderland
NHS Foundation Trust

“One Stop Screening in South Tyneside”


Helen Bone - Screening Programme Manager

excellence
in all that we do

Brief Background to the Programme

- 2002 – Eye screening programme launched in Sunderland (4 staff, 3 cameras, 3 venues, Prog Size ~ 7,000)
- 2005 – Foot screening introduced (PCCs built, allowing for partnership working with Podiatry teams)
- 2007 – Sunderland and South Tyneside DESPs merged
- April 2015 – New One Stop Service launched offering 9 checks in single appointment.
- Present day = 23 staff, 8 clinical venues, Prog Size ~29,000, fully comprehensive annual screening review at all South Tyneside clinics.

Why change?

- Patient preference – Survey July 2014 = 94% of service users wanted a one stop service.
 - To free up GP time in practice to afford more time to complex patient care.
 - To work in collaboration with the “new” CCG and the Acute Trust to improve uptake of annual diabetic reviews. GP practice variation existed of between 30-80% uptake (NDA), screening uptake was then/is now ~ 83%.
 - To deliver all 9 of the N.I.C.E. recommended annual healthcare processes for people with diabetes into a single appointment. Less travel time, more convenient, streamlined data sharing.
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The 9 key processes of care measurements are:

1. Blood glucose level measurement (HbA1c)

Optimum level between 6.5% and 7.5%

2. Blood pressure measurement

<140/80 mmHg with no kidney, eye or cerebrovascular damage;

<130/80 mmHg with evidence of kidney, eye or CV damage

3. Cholesterol

Total cholesterol should be 5.0(mmol/L) or lower

4. Kidney function testing (Urinary albumin)

<2.5 mg/mmol for men; <3.5 mg/mmol for women

5. Kidney function testing (Serum creatinine)

>150 micromol/L

6. Weight check

Aim for a healthy weight between a BMI of 18.5 and 24.9 kg/m²

7. Smoking status

Check smoking status at annual review

8. Eye examinations


Screening at least annually

9. Foot examinations

Screening at least annually



Our journey to “One Stop”

- Partnership working with South Tyneside CCG, South Tyneside District Hospital, PHE (Screening & Imms Team)
 - Patient survey outcomes analysis, patient walk throughs, presentation at local Diabetes UK Group. Careful timing of each test to determine accurate projection for entire visit (45 mins).
 - Business case development and ultimate sign off by CCG
 - Partnership working with hospital Project Management Teams (costs, Gantt charts, updates)
 - Utilizing existing software systems (Prowellness) to avoid the need to purchase new methods for communication – quick win.
 - Staff engagement and communication throughout, planning, discussion, mapping, training, collecting suggestions for best management. Collectively agreeing best clinical “flow”.
 - Recruitment of 3 x additional Screening Assistant (for 3 clinical sites), 1 x Administrator for call/recall, telephone guidance and appointment bookings.
 - Securing 3 additional clinical rooms (for bloods) one at each site
 - Procurement of all consumables ie all phlebotomy supplies/chairs, urine collection kits, BP machines (manual and digital - backup), height charts and scales (manual and bariatric – back up).
 - Liaison with laboratory transport service to set up regular sample collections and transportation to laboratory for testing (Queen Elizabeth Hospital, Gateshead).
 - Pilot clinics – small bookings, doubling of staff, testing systems before live launch on 7.4.15.
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Some of our Promotional Activities!

ONE-STOP CARE FOR DIABETICS

New centres to deliver all check ups

By LISA NIGHTINGALE
lisa.nightingale@north-east-press.co.uk

THREE new "one-stop" clinics aim to transform the lives of diabetes sufferers in South Tyneside.

The facilities – at Flagg Court and Cleadon Park Primary Care Centres, both South Shields, and the Glen Primary Care Centre in Hebburn will deliver nine separate annual health checks for the 9,300 people in the borough who are living with the condition.

The clinics are being funded by NHS South Tyneside Clinical Commissioning Group (CCG). Dr Fummi Nixon, a local GP and the CCG's clinical chairwoman for long-term conditions, said: "This is an important step, meaning better care, a more personal service and less hassle for patients."

"Instead of three or more separate appointments at different times of the year, the centres will provide the full range of tests together."

"As a result, GPs will be free to spend more time with patients, planning their care together with a full set of results to hand rather than delivering the tests themselves. Doctors can take a holistic view of a patient's health needs – and lives will be saved as a result."

The first new measures are being phased in this month, with the full range available from April.

The service will provide up to nine annual care processes for diabetes patients to monitor their condition – BMI, blood glucose, blood pressure, blood creatinine tests to check kidney function, cholesterol checks, urinary albumin tests for early kidney damage, plus retinal and foot screening and help with giving up smoking – in line with National Institute for Health and Care Excellence (NICE) best practice guidance.

The service, which will be delivered by South Tyneside NHS Foundation Trust, has been welcomed by diabetes campaigner Clare Allom, secretary of the South Tyneside Diabetes UK group.



CLINIC TEAM ... Clare Allom, front left, with Dr Fummi Nixon and, back from left, Julie Laverick and Helen Bone, of Sunderland and South Tyneside Diabetic Screening Service, and Kim Teasdale, of South Tyneside Clinical Commissioning Group.

The new service will be actively followed up, and close joint working with GPs will reduce the risk of patients slipping through the net.

Newly diagnosed patients are referred to the retinal screening service, which automatically registers them for the nine annual processes of care.

For more details, go to www.diabetes.org.uk/essentials

Delight over new clinics

A DIABETES campaigner has welcomed news of better care for those diagnosed with the condition.

Clare Allom, pictured, from Cotman Gardens, South Shields, has campaigned for the past seven years for such a clinic.

She felt those diagnosed with the condition shouldn't have to travel to different venues for their appointments.

Her perseverance has now paid off with the news that South

Tyneside NHS Clinical Commissioning Group, established last April, is to invest a total of £165,000 annually to enable three new one-stop diabetes clinics to be set up.

Clare said: "It's taken seven years and it's fantastic news. It will be so much easier for everyone to go to one place and get all their tests without lots of appointments in different places. I never thought it was going to happen but we kept on campaigning. My friends used to say trying to make this happen was like nailing jelly to a tree but I want to give a big thank you to the team for listening. This will save lives as people will be less likely to fall through the net."

Clare, who earlier this year won Diabetes UK's Raise Your Voice Inspire award and Role Model of the Year in the Fife of South Tyneside Awards, recently helped to turn South Shields town hall blue to mark World Diabetes Day 2014.

Dr Fummi Nixon, a local GP and the CCG's clinical chairwoman for long-term conditions, said: "This is a major step for healthcare in South Tyneside, and over 9,000 patients will benefit from an improved service."

"Clare is a tireless advocate for diabetes care and has played a big part in making the new service a reality."

Diabetes UK's head of north of England, Stephen Ryan, said: "After seven years of campaigning it is great news that the CCG has listened to patients."

For more details, go to www.diabetes.org.uk/essentials

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NEWS

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PEOPLE DIAGNOSED WITH DIABETES URGED NOT TO MISS VITAL EYE CARE SCREENING TESTS

Appointments 'could save sight'

By LISA NIGHTINGALE
lisa.nightingale@north-east-press.co.uk
Twitter: @lisa_nightingale

People with diabetes are being urged to keep potentially sight-saving eye-care appointments as part of a new campaign.

South Tyneside NHS Foundation Trust is targeting those who have failed to attend screening clinic appointments or who have not responded to invitations to have the test.

New data from Public Health England reveals 3.8million people in England aged over 16 had diabetes in 2015.

The eye disease diabetic retinopathy is a complication of diabetes and is one of the leading causes of blindness in the developed world.

If left untreated, it can lead to sight loss, which can have a devastating impact on individuals and families.

By promptly identifying and treating the disease, the effects can be reduced or avoided completely.

The diabetic screening

team at South Tyneside NHS Foundation Trust is responsible for screening about 24,000 people at various community health locations across South Tyneside and Sunderland.

Diabetic screening service manager Helen Bone said: "A worrying problem, locally and nationally, is the number of people who fail to attend clinic appointments. "Unused appointment slots are a costly burden on NHS resources, however, more importantly, missing out on diabetic eye screening increases the risk of sight loss. "People who fail to attend are often more likely to need eye hospital intervention further down the line."

Screening is via a GP referral, however, for those wanting to find out more about the screening programme, Tel. 419 2430 or email diabetic-screening@stnhs.uk

Now have your say
www.facebook.co.uk
@shieldsgazette



Russell Martin, deputy lead for the South Tyneside and Sunderland Diabetic Screening Service.


Welcome to your new

ONE STOP


Diabetic Screening Service
April 2015

9 checks in a single appointment!

Ask staff for more details




Urine Testing

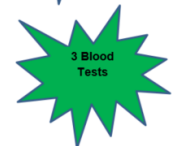


Eye Screening


IMPORTANT: Please bring a sample of urine to your appointment. Bottles are available from your local screening clinic or GP.




Blood Pressure




3 Blood Tests



Body mass Index

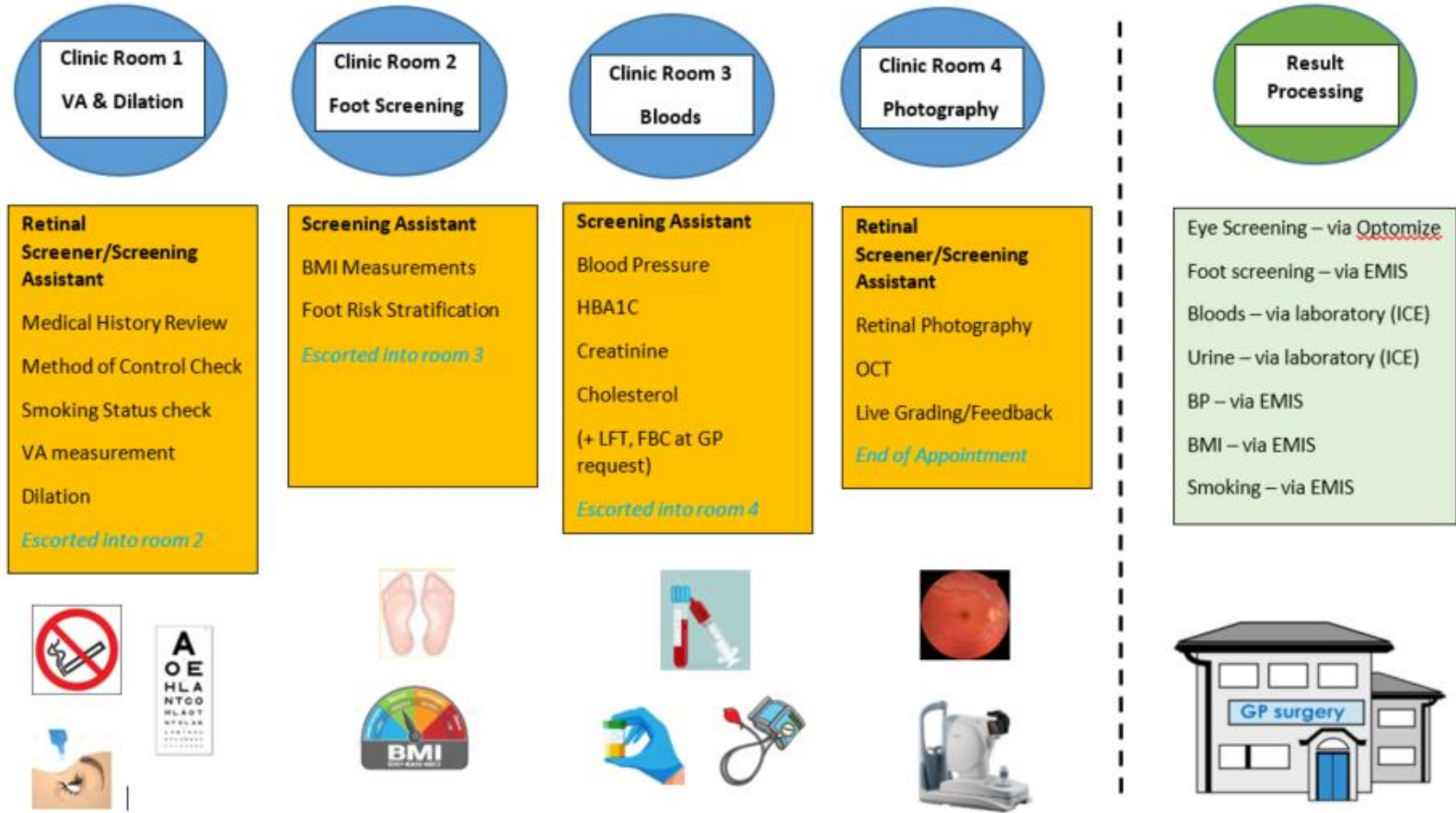


Smoking Review




Foot screening

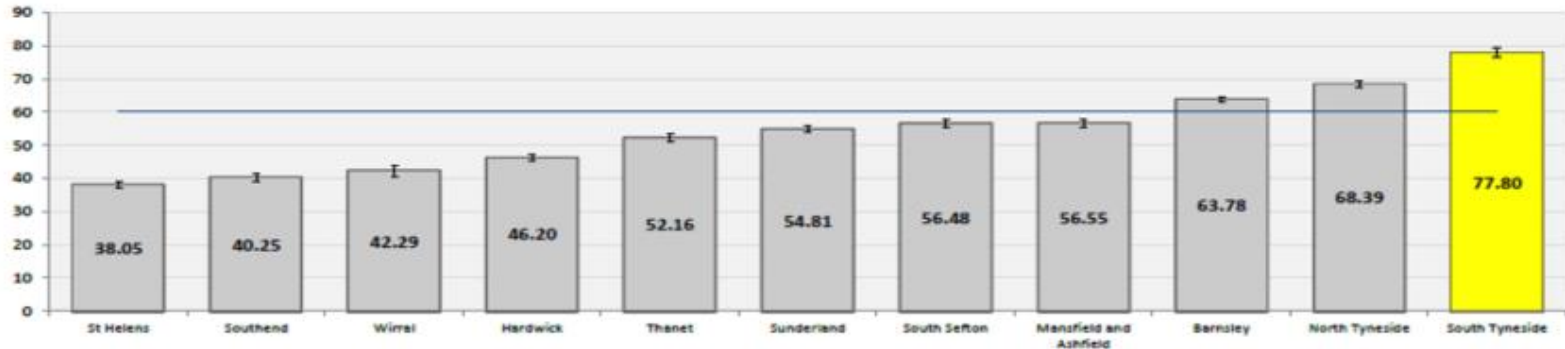
Annual Diabetic Screening Review – Appointment Flow Chart



Challenges?

- Not all patients have consented to data sharing via EMIS system, manual process in place to overcome this. GP's contact us when data not displaying. (Flag system created to confirm when patient has attended).
 - Some people will refuse blood testing (ie done elsewhere)
 - Wheelchair bound - cannot be weighed, (exception reported via EMIS).
 - Some cannot provide a urine sample on the day, (exception reported via EMIS).
 - The service is only operational in South Tyneside, there are currently no plans to mirror the service in Sunderland.....but many discussions have been held!
 - Some disjoint between when the GP undertakes "in-practice" annual review and date of screening, some duplication noted ie birth month v screening recall month.
 - Staff upskilling and training ie phlebotomy, BPs, urinalysis.
 - Careful planning for order of tests and continuity on the day (doubling up of equipment)
- 

NDA – Outcome data (2015/16) after first year of operation.



Definition: The percentage of all diabetes patients receiving eight care processes
 Source: National Diabetes Audit (NDA), NHS Digital
 Year: 2015/16

Patients receiving 8 cares processes (%)



Friends & Family Survey Responses

Send staff to train around the country!

Excellent service, carefully and thoughtfully explained

Puts my mind at rest about my diabetes

So much better to have all tests in the one place

All done in one visit, much easier as I work

Efficient and very friendly

Kept involved with the tests, well informed

If only all appointments were this easy to attend

Staff informative and helpful

The time and care you get from the staff is excellent

Having everything done together is amazing

Very thorough indeed, much improved

The Patient Experience Network National Awards 2015

Recognising excellence in healthcare

RUNNER-UP

This is to certify that

South Tyneside NHS Foundation Trust

One Stop for Healthcare Checks for Diabetic Patients

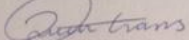
is a Runner-Up in the

Partnership Working to Improve the Experience

category of the

**Patient Experience Network
National Awards 2015**

Signed on behalf of the Judges



PEN National Awards 2015

Rethinking the experience



Awards!

NHS70 Parliamentary Awards

in association with



NHS70

This is to certify that: **The Retinal Screening Team**

is an official NHS70 Parliamentary Awards nominee in the category of:

Healthier Communities

Nominated by: Emma Lewell-Buck

MP for: South Shields

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We Were...

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At the UK's leading
Patient Experience
2015
National Awards
2nd March 2016
Birmingham Repertory Theatre



PENNA celebrates the achievement of
Patient Experience Excellence



Thanks for
listening!

Any Questions

NO?
SUPER!

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